

Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1-10. (Canceled)

11. (Currently Amended) A computer-implemented method for creating a call center application script of words to later be displayed to and spoken by a call center agent during an interactive session with a customer in two languages, the method comprising:

providing a call center script in a first language, wherein the script has multiple nodes that each includes one or more distinct script portions that are designed to be read by an agent to a customer during an interactive session with the customer, wherein the script is designed so that only one node of the script is to be displayed at a time during an interaction session with a customer;

providing a definition of a structure for the script for passage of control from one node to another node during an interaction session with a customer, wherein the passage of control from one node to another node causes the one node to no longer be displayed and the other node to be displayed; and

providing a translation creation graphical user interface (GUI) that comprises a first screen area in which is displayed at least a part of the script in the first language, wherein the first screen area includes multiple distinct script areas within each of which is displayed a different one of the distinct script portions of the script from at least two of the script nodes, wherein the translation creation graphical user interface further comprises a second screen area that serves as a work area in which a translation of the call center application script in a second language is displayed, wherein the second screen area includes multiple distinct script areas that are each associated with one of the script areas of the first screen area and that each provide an

area within which is provided a translation in the second language of the script portion displayed in the associated script area of the first screen area.

12. (Original) The computer-implemented method of claim 11, wherein the method further comprises:

providing a menu area to display a set of selectable language options for determining the second language.

13. (Original) The computer-implement method of claim 11, wherein the method further comprises:

providing an option to save the script in the second language when text associated with each distinct portion of the script is displayed in the second screen area.

14. (Previously Presented) The computer-implemented method of claim 11, wherein at least one of the script areas in the second screen area displays default ext in the second language that has been previously saved.

15. (Previously Presented) The computer-implemented method of claim 11, wherein at least one of the script areas in the second screen area displays text in the second language that has been input by a script designer.

16. (Previously Presented) The computer-implemented method of claim 11, wherein at least one of the script areas in the second screen area displays read-only text in the second language

17. (Previously Presented) The computer-implemented method of claim 11, wherein second screen area is adjacent to the first screen area.

18. (Original) The computer-implemented method of claim 11, wherein a script area in the first screen area that is associated with a particular portion of the script is adjacent to a script area in the second screen area that is also associated with the particular portion of the script.

19. (Original) The computer-implemented method of claim 11, wherein each distinct portion of the script is associated with a script element type.

20. (Original) The computer-implemented method of claim 11, wherein at least one of the script areas in the first or second screen areas includes a selectable area that, when selected, causes a corresponding portion of a script graph for the script to be displayed using the GUI.

21. (Original) The computer-implemented method of claim 11, wherein the portions of the script include a script introduction, a script question, and a script conclusion.

22-24. (Canceled)

25. (Currently Amended) A computer program product tangibly embodied in computer storage medium and comprising instructions that when executed perform a method for creating a call center applicant script of words to later be displayed to and spoken by a call center agent during an interactive session with a customer in two languages, wherein the method comprises:

providing a call center script in a first language, wherein the script has multiple nodes that each includes one or more distinct script portions that are designed to be read by an agent to a customer during an interactive session with the customer, wherein the script is designed so that only one node of the script is to be displayed at a time during an interaction session with a customer;

providing a definition of a structure for the script for passage of control from one node to another node during an interaction session with a customer, wherein the passage of control from one node to another node causes the one node to no longer be displayed and the outer node to be displayed; and

providing a translation creation graphical user interface (GUI) that comprises a first screen area in which is displayed at least a part of the script in the first language, wherein the first screen area includes multiple distinct script areas within each of which is displayed a different one of the distinct script portions of the script from at least two of the script nodes, wherein the translation creation graphical user interface further comprises a second screen area that serves as a work area in which a translation of the call center application script in a second language is displayed, wherein the second screen area includes multiple distinct script areas that are each associated with one of the script areas of the first screen area and that each provide an area within which is provided a translation in the second language of the script portion displayed in the associated script area of the first screen area.

26. (Previously Presented) The computer program product of claim 25, wherein the method further comprises providing a menu area to display a set of selectable language options for determining the second language.

27. (Previously Presented) The computer program product of claim 25, wherein the method further comprises providing an option to save the script in the second language when text associated with each distinct portion of the script is displayed in the second screen area.

28. (Previously Presented) The computer program product of claim 25, wherein at least one of the script areas in the second screen area displays default text in the second language that has been previously saved.

29. (Previously Presented) The computer program product of claim 25, wherein at least one of the script areas in the second screen area displays text in the second language that has been input by a script designer.

30. (Previously Presented) The computer program product of claim 25, wherein at least one of the script areas in the second screen area displays read-only text in the second language.

31. (Previously Presented) The computer program product of claim 25, wherein the second screen area is adjacent to the first screen area.

32. (Previously Presented) The computer program product of claim 25, wherein a script area in the first screen area that is associated with a particular portion of the script is adjacent to a script area in the second screen area that is also associated with the particular portion of the script.

33. (Previously Presented) The computer program product of claim 25, wherein each distinct portion of the script is associated with a script element type.